

Massachusetts Department of Public Health

Bureau of Health Professions Licensure

The Bureau of Health Professions Licensure (HPL) investigates complaints and concerns regarding licensed professionals (licensees) on behalf of the Boards of Registration (Boards) that license registered Nurses, Licensed Practical Nurses, Certified Registered Nurse Anesthetists, Certified Nurse Midwives, Certified Nurse Practitioners, Psychiatric Clinical Nurse Specialists, Clinical Nurse Specialists, Dentists, Dental Hygienists, and Dental Assistants, Pharmacists, Pharmacy Interns and Technicians and Pharmacies, Nursing Home Administrators, Physician Assistants, Respiratory Therapists, Perfusionists and Genetic Counselors.

When information from a complaint investigation indicates that a licensee has violated a law or regulation relating to the particular profession, the licensing board may take administrative action against the licensee, ranging from issuing an advisory letter, requiring a licensee to take remedial education, or discipline of the individual's license to practice, e.g., stayed probation, reprimand, remedial education, probation, censure, suspension, and revocation. Each Board has its own regulations and practices related to discipline.

The HPL and the Boards of Registration **cannot** represent you in civil matters in a court of law or other tribunal to recover fees paid or to seek remedies for injuries. You may wish to consult a private attorney regarding these matters.

ISSUES THAT ARE NOT WITHIN THE AUTHORITY OF THE HPL OR THE BOARDS OF REGISTRATION

- Fee disputes, such as payment for broken or missed appointments
- Billing disputes, such as the amount a licensee charges for services
- Personality conflicts

COMPLAINT FORM INSTRUCTIONS

- To file a complaint, you must submit a legible, signed and dated complaint that identifies the person or entity who is the subject of your complaint.
- If your complaint is about treatment you received, treatment or medical records are required to process your complaint. The signature of the patient or legal guardian to the *Authorization for Release of Records and Referral of Complaint* section is necessary.
- Use a separate form for each person or entity against whom you wish to file a complaint.
- Be **specific** in your complaint description, and include copies of pertinent medical records, correspondence, contracts and any other documents that support your complaint.
- HPL will send written notification of any action on your complaint.
- If the allegations contained in your complaint are determined to be possible violations of applicable laws and/or regulations, a complaint will be opened for investigation.
- If your complaint is opened and assigned for investigation, a copy of the complaint will be provided to the health care licensee or entity.
- HPL may, in its discretion, investigate an anonymous complaint if the complaint is in writing; if the complaint allegations constitute violations of law or regulations warranting Board action; if preliminary inquiry reveals sufficient information to determine that the allegations may be true; and if proving the allegations does not require the identification and/or testimony of the person filing the complaint.

Bureau of Health Professions Licensure

239 Causeway Street, 5th floor, Boston, MA. 02114

PH: (617)973-0865

FAX: (617)973-0985

TTY: (617) 973-0988

DENTAL COMPLAINT FORM

DPH Date Rec'd (stamp)

DEPARTMENT OF PUBLIC HEALTH

BUREAU OF HEALTH PROFESSIONS LICENSURE

TEL (617) 973-0865 FAX (617) 973-0985 TTY (617) 973-0988

<http://www.mass.gov/dph/boards>

DPH USE ONLY:

Entered into Database (date) ____/____/____ Complaint # _____ Initials _____

Please complete this form as fully as possible. Please TYPE or WRITE LEGIBLY in ink.

☐ Mr. _____
☐ Mrs. _____
☐ Ms. _____

Your Last Name

Your First Name

Patient's Name
(If different)

Your Business Name: _____
(if applicable)

Business Address: _____
StreetCityStateZip

Zip

Your Address: _____
Street
City
State
Zip

Zip

Your Primary	Your Secondary	Your
Phone number: ()	Phone number: ()	Email:

Your Primary	Your Secondary	Your
Phone number: ()	Phone number: ()	Email:

Your
Email:

DO NOT LIST A DENTAL CLINIC OR DENTAL CENTER ON THIS LINE

☐ DENTIST☐ DENTAL HYGIENIST☐ DENTAL ASSISTANT

Last Name

First Name

Lic # (if known)

Licensee's Business Name: _____

Business Address: _____
Street
City
State
Zip
Phone

Phone

PREVIOUS DENTIST (if applicable) _____
Name

Name

Street and City Address

Phone

SUBSEQUENT DENTIST* (if applicable) _____
Name

Name

Street and City Address

Phone

* Attach report from subsequent dentist (if available).

Have you discussed this matter with the dentist/hygienist/dental assistant or anyone in the licensee's office? ☐ yes ☐ no

Date of contact: _____ How was contact made? (phone, e-mail, letter, in person) _____

Result of contact _____

Witness name(s) and telephone number(s) (if applicable) _____

Have you filed this complaint with any other state or federal agencies? _____ If yes, explain_____

If this complaint is against a person or entity licensed by the Dental Board, **are you willing to testify** in person regarding this matter at a formal hearing?

☐ Yes, I am willing. ☐ No, I am not willing.

What action by the Board would address your complaint?

NATURE OF COMPLAINT

☐ Misdiagnosis of condition

☐ Inappropriate prescribing

☐ Impairment

☐ Patient abandonment/neglect

☐ Fraud

☐ Unlicensed practice

☐ Inferior Treatment - quality of care provided

☐ Business practice Issues

☐ Other (specify)

☐ Unable to obtain dental records or x-rays

DATE(S) OF INCIDENT(S): _____

DETAILS OF COMPLAINT: Clearly describe the incident(s) leading up to your complaint. If applicable, **attach copies** of documents such as medical and/or dental records, photographs, bills, insurance statements, cancelled checks, correspondence, prescriptions, witness statements, etc. that support your statements. **DO NOT SEND ORIGINALS.** Attach extra paper as needed to complete this section.

COMPLAINT DESCRIPTION

AUTHORIZATION FOR RELEASE OF RECORDS AND REFERRAL OF COMPLAINT

My signature on this form, or photocopy thereof, authorizes the Department of Public Health Bureau of Health Professions Licensure to: (1) receive copies of all my health records relating to my complaint; (2) to share the complaint and all records collected by the Bureau of Health Professions Licensure during the investigation of my complaint with the licensee for the licensee's use in responding to the allegations in this complaint; and (3) to refer my complaint to other regulatory and/or law enforcement authorities for appropriate action.

I understand that all complaints are investigated to determine their factual basis.

The act of filing a complaint and its receipt and/or investigation by DPH does not mean that disciplinary action will be taken against the licensee.

I hereby declare that I am at least 18 years old and affirm under penalties of perjury that the information provided in connection with the foregoing complaint is true and correct to the best of my knowledge, information and belief.

Signature of _____

Date _____

☐ Patient or

☐ Legal Representative, or
(attach documentation)

☐ Other Complainant

Mail this form to:

Department of Public Health
Bureau of Health Professions Licensure
239 Causeway Street, 5th Floor
Boston, MA 02114